



# Desktop Management

The rapid rise in virtualization and the number and diversity of the endpoint devices has created a need to redefine the way IT teams manage IT infrastructure and endpoints. IT teams often find it challenging to shift through the various tools and manage the wide range of today's IT infrastructure and enterprise devices including network, desktops, laptops, servers, smartphones, and tablets.















Anunta's Desktop Management solution frees your IT teams to focus on strategic business goals by taking an end to end ownership of administrative tasks, such as troubleshoot of day to day end user issues, management of IT infrastructure (network, server, telecom, licences, assets) and vendor management.

Anunta adopts a metric driven approach to IT infrastructure management with SLA focused governance structure that allows management of user growth & ticketing spikes effectively. Our solution lowers the cost of IT infrastructure management by providing skilled & specialized resources, 24x7x365 remote infrastructure management support, and proactive monitoring for superior end user experience. Our centralized, round the clock, Help Desk and Service Desk (incident, problem, change, patch, and configuration management) ensures your end users receive maximum uptime of infrastructure for improved user productivity.

## Desktop Management Offers







Anunta's Desktop Management provides an integrated set of solution, which reduce the number of tickets; improve productivity and increase end user satisfaction levels.

### Technical Deliverables

 <p><b>Help Desk</b></p>	 <p><b>Remote Service Desk</b></p>	 <p><b>International Remote Infrastructure Mgmt.</b></p>	 <p><b>Enterprise Server Support</b></p>	 <p><b>Enterprise Application Support (EDS)</b></p>
 <p><b>End User Support / Desk Side Support</b></p>	 <p><b>Network</b></p>	 <p><b>Link Management</b></p>	 <p><b>NOC Monitoring</b></p>	 <p><b>Telecom</b></p>
 <p><b>End User Data Backup Management</b></p>	 <p><b>Asset Management</b></p>	 <p><b>Software License Management</b></p>	 <p><b>VIP User Support</b></p>	 <p><b>Vendor / Supplier Management</b></p>

## Desktop Management Processes

### Technical Process Deliverables

 <p><b>Incident Management</b></p> <p>Provide a single point of contact for IT incident, request routing and escalation. Restore normal service to operation as quickly as possible with minimum disruption to the business.</p>	 <p><b>Problem Management</b></p> <p>Minimize the adverse effect on the business of Incidents and Problems caused by errors in the infrastructure, and to proactively prevent the occurrence of Incidents, Problems, and errors</p>	 <p><b>Change Management</b></p> <p>Ensure that standardized methods and procedures are used for efficient and prompt handling of all Changes, to minimize the impact of any related incidents upon service.</p>
 <p><b>Release Management</b></p> <p>Provide a holistic view of a Change to an IT service and ensure that all aspects of a Release, both technical and non-technical, are considered together.</p>	 <p><b>Configuration Management</b></p> <p>Provide a logical model of the IT infrastructure by identifying, controlling, maintaining and verifying the version of all Configuration Items in existence.</p>	 <p><b>External Supplier Management</b></p> <p>Co-ordinate with all service partners of the customer to provide seamless IT services to the customer's users.</p>

### Benefits

- Structured IT governance
- Maximum uptime and unparalleled end user experience
- Flexible Engagement Model
- Security and Compliance
- Round the Clock Support Desk
- Increased Cost Efficiency

### About Anunta

Anunta is an industry-recognized Managed Desktop as a Service provider focused on Enterprise DaaS, Packaged DaaS, and Digital Workspace technology. We have successfully migrated 500,000+ remote desktop users to the cloud for enhanced workforce productivity and superior end-user experience.

Some of our noteworthy clients:




**5 of the top 10 private Indian banks**



**Top European Financial Services company**









**4 of the top global BPM providers**



**Leading provider of financial products and services**

### Awards & Industry Recognitions

 <p>Partner Achievement Awards</p> <p>Partner Achievements Awards 2021 in <b>Digital Transformation for APJ</b></p>  <p>Partner Excellence Awards 2020 for <b>Multicloud Solutions &amp; Services.</b></p>	 <p>Winner of 2021 <b>TMCnet Remote Work Pioneer Award</b></p>  <p>Winner of <b>"VMware Partner Expertise Award on Services Excellence for APJ"</b> 2020.</p>	 <p>Gartner features Anunta in their <b>Market Guide for DaaS, 2019</b></p> <table border="1"> <tr> <td data-bbox="790 1758 1045 1870">Report on Multifaceted Monitoring Approaches for VDI and DaaS, 2016</td> <td data-bbox="1053 1758 1300 1870">IT Market Clock for IT Infrastructure Availability and Performance Management, 2016</td> </tr> <tr> <td data-bbox="790 1892 1045 2016">Hype Cycle for IT Infrastructure Availability and Performance Management, 2016</td> <td data-bbox="1053 1892 1300 2016">'Vendor to Watch' - Emerging Market Analysis: India's Top 10 Technology Trends and Drivers in 2014</td> </tr> </table>	Report on Multifaceted Monitoring Approaches for VDI and DaaS, 2016	IT Market Clock for IT Infrastructure Availability and Performance Management, 2016	Hype Cycle for IT Infrastructure Availability and Performance Management, 2016	'Vendor to Watch' - Emerging Market Analysis: India's Top 10 Technology Trends and Drivers in 2014	
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To know more, email us at:

[marketing@anuntatech.com](mailto:marketing@anuntatech.com) | [sales@anuntatech.com](mailto:sales@anuntatech.com)

**Anunta Technology Management Services Ltd.**

Level 2, Block B6, Nirlon Knowledge Park, Off Western Express Highway, Goregaon East, Mumbai – 400 063.

Tel: +91 22 66200888 | [www.anuntatech.com](http://www.anuntatech.com)